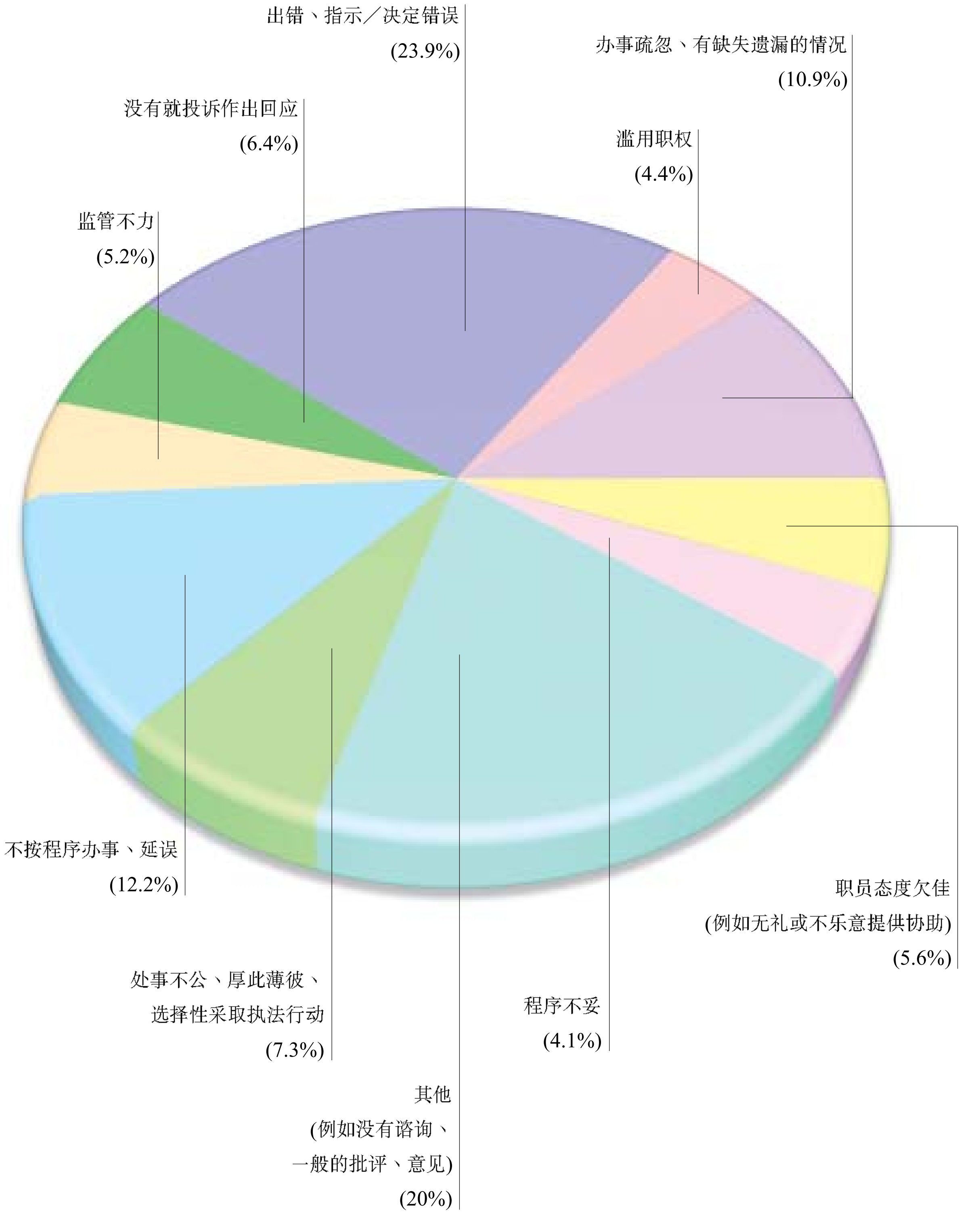已终结的投诉个案性质：4,370 宗